

PROVIDING YOUR FEEDBACK

Feedback from current students is encouraged and appreciated. If you participated in a particular course or extracurricular activity and want to share your praise, with the administration, we welcome your comments about the legal program. Likewise, we want you to easily be able to identify who can help you if you have a complaint or concern during your three years with us. Here are the procedures for notifying us in the writing regarding your concerns. If you have any other concerns outside of those listed below, contact the Associate Dean for Academic Affairs.

Written Student Complaints Policy for Faulkner Law

If a student needs to bring a complaint to the attention of the administration, please address the complaint to the attention of the following person:

1. For academic concerns to the Associate Dean for Academic Affairs.
2. For student behavioral matters to the Associate Dean for Student Services.
3. For building concerns to the Assistant Dean for Administrative Affairs.
4. For concerns in the Library to the Associate Dean for Information Services.

Complaints will be handled with discretion. All complaints should be submitted in writing and as soon as possible after the problem occurs. A complaint outside the jurisdiction of the Honor Court will be answered by the appropriate administrator. A response will be given in writing within a reasonable time.

If the student feels that the problem is not satisfactorily resolved, the complaint may be referred to the Dean of the School of Law.

Student Complaints regarding the Law School's Program of Legal Education and its Compliance with ABA Accreditation Standards

1. The Thomas Goode Jones School of Law is accredited by the American Bar Association. The ABA Standards for Approval of Law Schools (the "ABA Accreditation Standards") are posted on the ABA's website.
2. Any student who has knowledge of a significant problem that directly implicates the law school's program of legal education and its compliance with the ABA Accreditation Standards may file a complaint with the Associate Dean for Academic Affairs (the "Associate Dean"). The complaint: must be in writing; must identify the perceived problem (including the specific ABA Accreditation Standard or Standards implicated) in sufficient detail to permit the Associate Dean to investigate the matter; and must be signed by the student and include the student's contact information.

3. If a complaint on its face does not allege a violation of an ABA Accreditation Standard, the Associate Dean may dismiss the complainant without further investigation. The complainant will be notified of the dismissal and of the right to appeal in accordance with section 5., below.
4. If the complaint on its face alleges a violation of an ABA Accreditation Standard, the Associate Dean will investigate and attempt to resolve the matter. Upon completion of the investigation, the Associate Dean will notify the complainant of the action, if any, that the law school is taking with regard to the matter. The investigation and notification will occur within twenty-one (21) business days of the Associate Dean's initial receipt of the written complaint, unless the Associate Dean notifies the complainant that additional time is needed for investigation. If additional time is needed, the Associate Dean will conclude the investigation as soon as is reasonably practicable.
5. If the complainant is dissatisfied with the decision of the Associate Dean, the complainant may appeal the decision to the Dean of the law school. The appeal must be in writing and must be received by the Dean within ten (10) business days of the date of the Associate Dean's decision. The Dean's decision on the appeal will be communicated to the complainant within twenty-one (21) business days. The decision of the Dean is final.
6. The law school will maintain a written record of each complaint, how it was investigated, and its resolution. The record will be kept in the office of the Associate Dean for at least eight (8) years after the resolution of the complaint.